

November 29, 2016

UPDATE: Change in Dual-Eligible Claims Processing

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) are committed to improving the provider experience and the way we do business together. This communication is regarding the time frame in which we pay dual-eligible claims.

Due to recent system upgrades, correct coding edits are now able to be processed on a real-time basis. This eliminates the delay between paying primary and secondary claims when a member has two Presbyterian insurance plans. Effective Jan. 1, 2017, Presbyterian will begin paying the primary and secondary claims for dual-eligible members at the same time, which will result in a timelier payment of both claims.

For more information on submitting claims, refer to the “Claims and Payments” chapter in the Provider Manual at <http://www.phs.org/ProviderManual>.

For questions, please contact your Provider Network Management relationship executive using the information box below. Thank you for your continued partnership.

Provider Network Management
Hours: Monday to Friday, 8:00 a.m. to 5:00 p.m.
Phone: (505) 923-5141 www.phs.org/ContactGuide
Mailing address: P.O. Box 27489, Albuquerque, NM87125 Location: 9521 San Mateo Blvd NE, Albuquerque, NM 87113